

Creative Care Options

Moving Into 2008

“Interesting” is a good word to describe what will be happening within Creative Care Options during 2008.

The Influenza and Pneumonia vaccination programs along with the diabetes project will continue as Best Practice guidelines. Members will be encouraged to keep their vaccinations current and keep improving diabetes clinical indicators to manage their illness.

The Wisconsin Department of Health and Family Services has announced that during 2008, Managed Care Organizations will be working with members to identify possible cases of early stage dementia and providing treatment during the early stages. Case Managers and Registered Nurses will be using a variety of screening tools and techniques to provide this early identification that will lead to earlier intervention and treatment of dementia, including Alzheimer's.

Another interesting project for 2008 is Family Care Expansion. The Wisconsin

State Budget includes provisions for expanding the program. There are the original Family Care Programs in Fond du Lac, La Crosse, Milwaukee, Portage and Richland counties. A program was recently started in Racine and Kenosha counties. There are an additional 6 programs (27 counties) that have been approved and will begin accepting enrollments in 2008.

Fond du Lac County has been working with Manitowoc and Winnebago counties to prepare for a multi-county operation. Fond du Lac County is also involved with the Northeast Wisconsin Consortium (12 counties) for expanding Family Care into a larger portion of Wisconsin. Fond du Lac will be taking the lead in moving the expansion efforts forward in 2008.

Finally, a number of staff changes and additions will be occurring in late 2007 and early 2008. The staff additions will bring two

new positions to Creative Care Options. First, a Quality Program Specialist will be available to work with members to improve the delivery of quality services and to coordinate the expanding role of Quality Improvement in the agency. Second, a Provider Network Specialist will be put in place so Creative Care Options and Providers can work together on Performance Contracting, developing long term business relationships and expanding their Quality Improvement/Quality Assurances programs.

As in previous years Creative Care Options will strive to provide member centered services in a cost effective manner. The expanding role of Quality Improvement and Quality Assurance is being addressed with additional staff to ensure that the level of service is maintained and the quality of services continues to improve.

Jim Meisinger, Director

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Special points of interest:

- *Guidelines Continue To Assist Members*
- *Screening For Early Stage Dementia To Begin in 2008*
- *Fond du Lac Is Working On Family Care Expansion*
- *New Positions Focus on Quality*

Provider and Community Partners Conference for 2007

The Fourth Annual Provider and Community Partners Conference was sponsored by Creative Care Options on November 1st at the Holiday Inn. A large group of over 325 people attended one or more sessions. The provider conference is all about bringing knowledge and information to caregivers who support our members with long term care needs.

The first Visionary Caregiver Award was presented to Chris Devine, and all the nominees were recognized. There were sessions on managed care and evidence-based quality, on incontinence care best

practices, and on the new guardianship laws. Other sessions were on empowering members through building relationships, and an update from the Division of Quality Assurance. Kathleen Luedtke and Sharon Ryan spoke to the group about the expansion of managed care for long term care services. Information was also presented about the regional efforts to expand Family Care in conjunction with nearby counties. Mary Jagdfeld of Agnesian Healthcare spoke about the Power of Attorney for Healthcare process and rationale. A recreation therapist showed attendees how to enrich the lives of people in

senior living situations.

The conference was well received, and it presented the opportunity for people to get to know one another and to learn about best practices to providing quality care for our members.

There are direct benefits for our members when provider employees



Happy Holidays

A Look at Our Members and Who You Are

Who are the members of Creative Care Options? What are you like? How many members are there? There are many questions that could be asked about our members. Let's look at information about who you are.

AGE #Members

100 or > 7

90-99 101 GENDER

80-89 222 Female: 66%

70-79 120 Male: 34%

"... Members of CCO are a diverse group ..."

There are 237 or 23% of you who have diabetes and work with your nurse on gaining control. High blood pressure affects 503 or 49% of our members. However, there are only 78 or 7.5% who have a cancer diagnosis. Overall, there are 490 members or 47% who are over age 65 and elderly, there are 167 or 16% who have some form of physical disability, and there are 378 members or 37% who have developmental dis-

abilities. As you can see, the members of Creative Care Options are a diverse group of people.

Of 303 members who want to work, there are 245 employed at some level. There are 176 of the 245 who are satisfied with employment outcomes. You can see the importance of the person-centered assessment and planning for all of you given the diversity. The source of data is from the Wisconsin Long-Term Care Functional Screen for our members for November. ■



Holiday Quotes



■ You know you're getting old when Santa starts looking younger. *Robert Paul*

■ I once bought my kids a set of batteries for Christmas with a note on it saying, "toys not included." *Bernard Manning*

■ Never worry about the size of your Christmas tree. In the eyes of children, they are all 30 feet tall. *Larry Wilde*

Mail your packages early so the post office can lose them in time for Christmas. *Johnny Carson*

■ Christmas is a time when everybody wants his past forgotten and his present remembered. *Phyllis Diller*

■ Christmas is a time when you get homesick — even when you're home. *Carol Nelson*

■ He who has not Christmas in his heart will never find it under a tree. *Roy L. Smith*

Bruce Barnes Serves Fellow Members On Appeal Committee

Bruce J. Barnes enrolled in Creative Care Options in May of 2003. He has lived at the Rosalind Apartments since November of 2002. He has a fully accessible unit that has the space and accommodations that he needs related to his physical limitations. Bruce has a unique form of arthritis called psoriatic arthritis. As a result, he has limited joint movement, chronic pain, and has lost feeling and strength in some extremities and joints. Creative Care Options provides the supportive home care worker to assist with meal preparation, laundry, and cleaning which permits Bruce to live independently.

Agnesian Healthcare featured Bruce in an article in their newsletter when he was one of the

first local people to use an insulin pump for better regulation of blood sugars.

Bruce grew up and lived in Waupun most of his life, but has lived in Fond du

Lac now for a number of years. He often has visits from his son who lives in Beaver Dam. He is a very social person who enjoys many community and church friends and stays as active as he can. Although he uses a walker, Bruce is very mobile around his

neighborhood and building. He reported that in the past his strength and health have gone in cycles.

When asked what he thought readers should know, he said that readers need to know what Creative

Care Options does. He emphasized the assistance he has received from his case manager and nurse with medical appointments, supplies and equipment he needs, and the weekly supportive home care. He noted

that he cannot do all the arranging for everything himself anymore, and the support of his team has really been helpful. The emotional

support he has received from his team has also been important to him as they understand what he has been experiencing, and he can talk with them. Bruce said that "They did the right research to get the right information", and noted that the team treats

him with respect.

By policy, the Creative Care Options' Appeal and Grievance

Committee has three members who serve on the Committee. Bruce is one of the volunteers on the Committee. He noted that he has gained new insights from his participation on

the Appeal and Grievance Committee. "It's not about money, it's about the quality and need and necessity versus a 'want.'" Bruce noted that Committee members get to "see the 'character' of the CMO and the individual people who make up the point of view." Through his experience on the Committee, Bruce has "gained the knowledge there are many different professionals that need to be involved and are involved to assess and supply people's needs." The Committee members would often like to offer a middle ground on some appeal cases, Bruce noted, rather than sustain or overturn a decision or action.

Creative Care Options appreciates the time and contribution that Bruce Barnes has given as part of the Appeal and Grievance Committee. He always seems to ask just the right questions. His views and participation have represented members well. ■



Bruce Barnes in his Rosalind apartment.

Seasons Greetings

Winter Health Tips

■ Members are encouraged to have an annual influenza vaccine and one pneumonia vaccine every 10 years. These vaccines can prevent or reduce the severity of illness that can be life threatening for some of our members.

■ Many people have joint pain which seems to increase in win-

ter. With less blood flow to fingers and hands in cold weather, and air pressure changes, there may be increased pain due to arthritis. Staying warm and maintaining daily joint movement through exercise or stretching may help to reduce pain.



■ Don't forget skin care during winter. Skin irritation and dryness is common in winter, especially in older people. Using moisturizers and creams can help. Also remember to wash hands often to fight germs.

■ Be really careful on snow and ice to prevent falls. ■

The Self-Directed Supports Option for Services

There are 75 to 80 members who self-direct some or all of the services and supports they receive. The Self-Directed Supports option (SDS) assists members to hire friends, neighbors, relatives, or others that they trust to pro-

vide support services. Of course, the workers have to have the knowledge and skills to do the support needed in a quality manner. A budget is established which is used to hire and cover the cost of supports needed. A

member works with their team to identify outcomes and determine if an SDS plan would work. To explore if the SDS option makes sense for meeting your outcomes and goals, talk with your case manager and nurse. ■

Health and Wellness Plan Uses Clinical Guidelines

Creative Care Options uses guidelines to assist the care management teams to be consistent and thorough when serving you as a member. There are clinical guidelines to use with members who have diabetes, or who may have undiagnosed depression, or who should likely have a Power of Attorney for Healthcare established. There are also utilization guidelines related to the use of various services. During this past year the clinical guidelines have all been reviewed and updated to remain current. Three of the five utilization guidelines have also been reviewed and updated to remain useful and current.

The Diabetes Guideline estab-

lishes a standard practice that nurses follow and use with members who have diabetes. The American Diabetes Association and the *Wisconsin Essential Diabetes Mellitus Care Guidelines* were used to establish the standard approaches used with members to help them achieve the goals they have set.

The Depression Guideline has the focus of assisting care management teams to recognize the signs and symptoms of depression and to use various screens with members who do not currently have a depression diagnosis. As a condition often treated successfully, it makes sense to help members with depression to live better lives.

The clinical guidelines can be found on the Creative Care Options website at <http://www.fdlco.wi.gov/Index.aspx?page=244>. The guidelines are part of the health and wellness efforts by Creative Care Options to assist its members to achieve their best possible health. Please ask your nurse on your team if you want to learn more about the guidelines in effect. ■



Performance Improvement Project: Timeliness of Plans

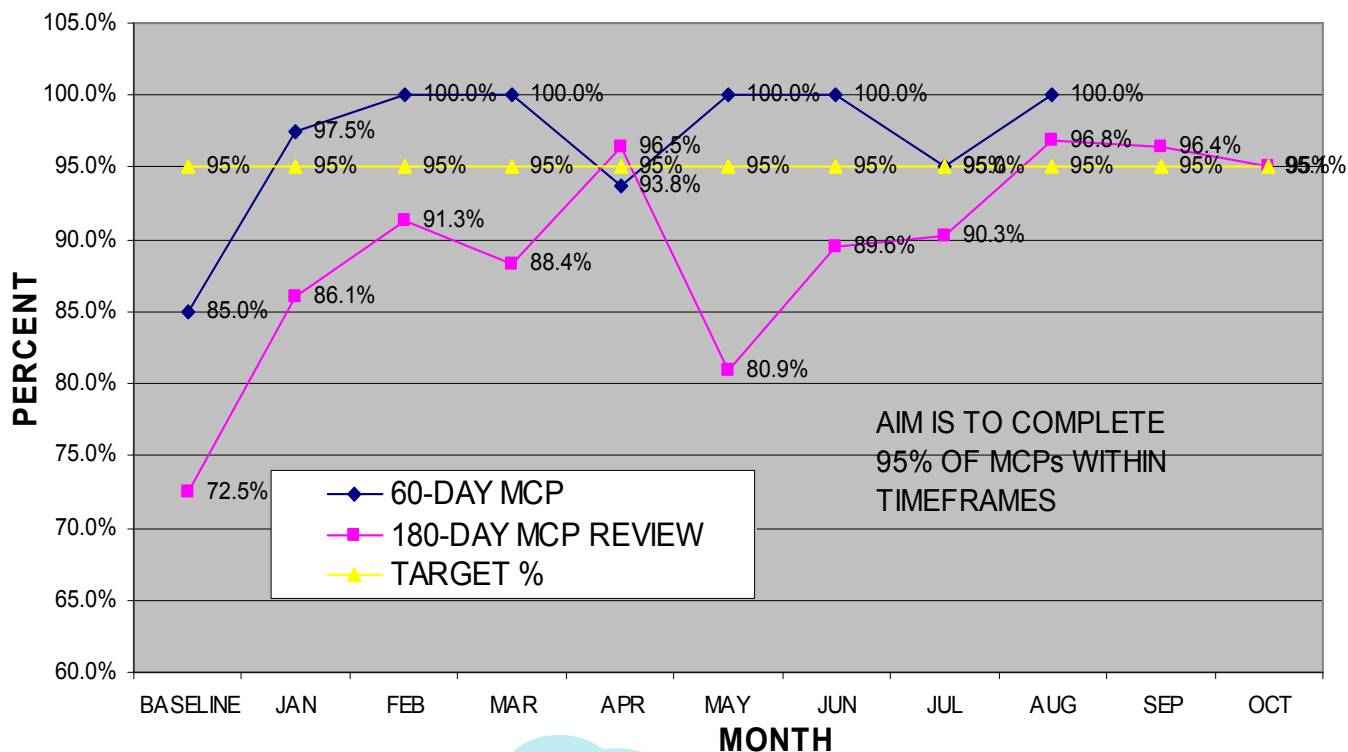
One of the quality performance improvement projects for 2007 had the aims of completing 95% of initial member centered plans (MCPs) within 60 days of enrollment, and 95% of 180-day MCP Reviews within 180 days. The chart shows that significant gains were made from baseline to complete initial

MCPs and 180-Day MCP Reviews within expected timeframes. What this means to you as a member is a greater degree of timeliness for your member centered plans to address your needs and outcomes. It also means better timeliness in services to assist you to achieve your long term care outcomes and goals.

The baseline levels were not considered good enough for our members, and we began a project to improve the quality of our services related to MCP timeliness. We will now watch the monthly data so we "hold the gain." ■



Member Centered Plan Timeliness



Christmas Long Ago

A Christmas Poem by Jo Geis

Frosty days and ice-still nights,
Fir trees trimmed with tiny lights,
Sound of sleigh bells in the snow,
That was Christmas long ago.

Tykes on sleds and shouts of glee,
Icy-window filigree,
Sugarplums and candle glow,
Part of Christmas long ago.



Footsteps stealthy on the stair,
Sweet-voiced carols in the air,
Stockings hanging in a row,
Tell of Christmas long ago.

Starry nights so still and blue,
Good friends calling out to you,
Life, so fact, will always slow...
For dreams of Christmas long ago.



CREATIVE CARE OPTIONS OF FOND DU LAC COUNTY

**WE EXCEL IN PERSON-CENTERED,
OUTCOME-BASED MANAGED CARE**

**50 North Portland Street
Fond du Lac, WI 54935**

**Phone: 920-906-5121
Fax: 920-906-5103
E-mail: larry.debbert@fdlco.wi.gov**

***Wishing You
Happy Holidays***



Return Service Requested



First Visionary Caregiver Award to Chris Devine

The first Creative Care Options' **Visionary Caregiver Award** recipient is Chris Devine. The month of November is National Caregiver Month, and the annual Providers and Community Partners Conference was held November 1st at the Holiday Inn. County Executive Allen Buechel presented the award. We value caregivers and the supports they provide for our members. This award is given to a nominated caregiver who has demonstrated characteristics that best exemplify the vision statements of Creative Care Options.

Chris Devine is an employee of the Arc of Fond du Lac, and is the Resident Manager of the Marshall Adult Family Home.

She was nominated by four people including resident relatives



Chris Devine and Luke Muraski

and her supervisor, Luke Muraski. They all noted that Chris has done things on behalf of the Marshall Adult Family Home residents that were clearly above the call of duty. She has focused on making a home for residents in creative ways. Using a gentle and caring approach that is individualized to each resident, Chris has keyed in on resident strengths and abilities. Creative Care Options was pleased to present the award to Chris Devine.

There were eleven nominees for the **Visionary Caregiver Award**. The Quality Committee reviewed nominations and selected Chris as the recipient. Creative Care Options congratulates all of the nominees and recognizes all of them for